

UNITED STATES OF AMERICA
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

Annual Compliance Report, 2016

Docket No. ACR2016

CHAIRMAN'S INFORMATION REQUEST NO. 25

(Issued March 3, 2017)

To clarify the Postal Service's FY 2016 Annual Performance Report (*FY 2016 Report*) and FY 2017 Annual Performance Plan (*FY 2017 Plan*),¹ the Postal Service is requested to provide written responses to the following requests. Answers should be provided to individual requests as soon as they are developed, but no later than March 8, 2017.

Performance Indicators

1. In FY 2017, the Postal Service changed the performance goals to align with its new Five-Year Strategic Plan for FY 2017 to FY 2021.² The new performance goals for FY 2017 are:
 - Deliver a World-Class Customer Experience;
 - Equip, Empower, and Engage Employees;
 - Innovate Faster to Deliver Value; and
 - Invest in Our Future Platforms.³

¹ The *FY 2016 Report* and *FY 2017 Plan* are included in the Postal Service's FY 2016 *Annual Report to Congress*, which the Postal Service filed with the FY 2016 *Annual Compliance Report*. See United States Postal Service FY 2016 Annual Report to Congress, Library Reference USPS-FY16-17, December 29, 2016 (*FY 2016 Annual Report*).

² FY 2016 *Annual Report* at 14; see Future Ready: United States Postal Service Five-Year Strategic Plan, Fiscal Years 2017 to 2021; <http://about.usps.com/strategic-planning/five-year-strategic-plan-2017-2021.pdf> (Strategic Plan).

³ FY 2016 *Annual Report* at 14; Strategic Plan at 7.

The Postal Service states that FY 2017 performance targets are aligned with the Strategic Plan. FY 2016 *Annual Report* at 14. For each new performance goal, please provide FY 2017 performance indicators and targets.

By the Chairman.

Robert G. Taub